MANIPUR GAZETTE

E X T R A O R D I N A R Y
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OFFICE OF THE
THONGKHONG LAXMI MUNICIPAL COUNCIL
THONGKHONG, MANIPUR-795009

N O T I F I C A T I O N

Thongkhong, the 11th August, 2025

No.4/2/2025-TLMC(XVFC): This is to notify that the Service Level Benchmark of Thongkhong Laxmi Municipal Council for the maintaining the standards of deliverance in basic essential services such as water supply, sewerage, solid waste management and storm water drainage for the year 2020-2021, 2021-2022, 2022-2023 & 2023-2024 is hereby approved for published for information to general public as given in the Annexure-I.

HELEM PAMEI,
Chief Executive Officer,
Thongkhong Laxmi Municipal Council.

i. Water Supply Services								
Sl. No.	**Indicator**	**MoHUA Benchmark**	**Actual Indicator 2020-21**	**Actual Indicator 2021-22**	**Actual Indicator 2022-23**	**Actual Indicator 2023-24**	**Actual Indicator 2024-25**	**Target 2025-26**
1	Extent of non-revenue water (NRW)	**20%**	15%	15%	15%	19%	21%	16
2	Efficiency in redressal of customer complaints	**80%**	60%	80%	80%	100%	100%	100
3	Cost recovery in water supply service	**100%**	0	10%	30%	80%	80%	90%
4	Extent of metering of water connections	**100%**	0	0	0	0	0	40%
5	Continuity of Water Supply	**24 hours**	1hr	1hr	1hr	2hr	2hr	4hr
6	Efficiency in collection of water supply-related charges	**100%**	0%	10%	30%	80%	80%	100%
7	Per capita supply of water(lpcd)	**135 lpcd**	70lpcd	70lpcd	70lpcd	70lpcd	70lpcd	90lpcd
8	Quality of water supplied	**100%**	Good	Good	Good	Good	Good	Good
9	Coverage of water supply connections in %	**100%**	30%	35%	40%	42%	46%	50%
ii. Sewage Management (Sewerage and Sanitation)								
1	Efficiency in collection of waste water charges	**90%**	0	0	0	0	0	0
2	Coverage of waste water network services	**100%**	0	0	0	0	0	0
3	Extent of cost recovery in waste water management	**100%**	0	0	0	0	0	0
4	Coverage of toilets	**100%**	0	0	0	0	0	0
5	Collection efficiency of waste water network	**100%**	0	0	0	0	0	0
6	Adequacy of waste water treatment capacity	**100%**	0	0	0	0	0	0
7	Quality of waste water treatment	**100%**	0	0	0	0	0	0
8	Extent of reuse and recycling of waste water	**20%**	0	0	0	0	0	0
9	Efficiency in redressal of customer complaints	**80%**	0	0	0	0	0	0

iii. Solid Waste Management								
1	Extent of municipal solid waste recovered	**80%**	10	10	16	19	22.8	50
2	Household level coverage of solid waste management services	**100%**	40	40	45	65	85	100
3	Extent of cost recovery in SWM services	**100%**	40	40	45	65	85	100
4	Efficiency of collection of municipal solid waste	**100%**	10	10	16	19	22.8	50
5	Extent of segregation of municipal solid waste	**100%**	20	30	45	50	55	70
6	Extent of scientific disposal of municipal solid waste	**100%**	0	0	0	0	25	35
7	Efficiency of collection of SWM related user charges	**90%**	20	25	40	65	85	100
8	Efficiency in redressal of customer complaints	**80%**	30	35	40	50	65	100
iv. Storm Water Drainage								
1	Coverage of Storm Water Drainage Network	**100%**	25	30	40	50	75	100
2	Incidence of water logging	**0%**	15	10	10	10	5	5

HELEM PAMEI,
Chief Executive Officer,
Thongkhong Laxmi Municipal Council.

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